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ABSTRACT

An object of the present invention is to analyze questionnaire replies automatically from questionnaire reply statements including free reply description in natural language collected through a network, by using a text classification engine, and to issue the analysis results of the claimant as the knowledge in respondents send rule formats. Questionnaire the questionnaire reply statements from respondent computers. Questionnaire reply statements are accumulated in a database A text classification engine reads out through a network. accumulated questionnaire reply statements from the database, and learns the rules for classifying the questionnaire reply statements, and issues them to the claimant.